

## FREQUENTLY ASKED QUESTIONS

### RHODE ISLAND TRAFFIC TRIBUNAL ONLINE PAYMENTS

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**Question:** Who do I contact regarding case information?

**Answer:** Please contact the Rhode Island Traffic Tribunal information line at (401) 275-2700 or by email at [TrafficTribunalHelpDesk@courts.ri.gov](mailto:TrafficTribunalHelpDesk@courts.ri.gov).

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**Question:** What forms of payment are accepted online?

**Answer:** Payments can be paid online by Visa, MasterCard, or Discover. There is a credit card fee of 3.25% of the amount of the transaction, which includes the total fine amount and the technology surcharge.

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**Question:** Can I use my debit card to make a payment?

**Answer:** Yes, provided there is a Visa, MasterCard, or Discover logo on the card.

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**Question:** Can I pay a municipal court summons on this online portal?

**Answer:** No. The online portal is for Traffic Tribunal summonses only.

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**Question:** When will the payment post to the case?

**Answer:** Payment will post to the case within fifteen (15) minutes.

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**Question:** How do I find my case online?

**Answer:** You can search and pay by summons number, case number, party name, business name, or driver's license number.

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**Question:** How will I know my payment has been received?

**Answer:** You can either print a receipt or have it emailed to you.

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**Question:** Can I pay online using my smartphone?

**Answer:** Yes. You will need Internet access.

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**Question:** What would prevent me from paying online?

**Answer:** There are several reasons why you may not be eligible to pay online:

1. If the defendant is under eighteen (18), payment cannot be made online prior to a hearing.
2. There is a zero balance on the account.
3. The summons is not yet available in the computer system. You can check back at a later date but at least seven (7) days prior to the court date. This is when your payment is due.
4. The violation type cannot be paid online.
5. Information has not been correctly entered in the search criteria.
6. The summons may not be under the jurisdiction of the Traffic Tribunal. Please check your summons for the proper court.

Please contact the Rhode Island Traffic Tribunal information line at (401) 275-2700 for further assistance.

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**Question:** Can I pay online if I missed my court date?

**Answer:** If you fail to submit payment within the time frame ordered, a default judgment may enter and a body attachment and/or license or registration suspension may be ordered and remain active until the balance is paid in full. Any body attachment and/or pending license or registration suspension on your case(s) will remain active unless and until payment in full is posted to your case(s), which will occur on the following business day after payment is made. You may also have a court ordered suspension on your case. Payment in full will not negate any court ordered suspension.

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